

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
QOH3012

2. Reason for Submission

☐ Redescription
☐ Reestablishment
☒ New
☐ Other

3. Service

☐ Hdqtrs
☒ Field

4. Employing Office Location

BREMERTON, WA

5. Duty Station

BREMERTON, WA

Explanation (Show any positions replaced)

 GS-11
 QOH3013

7. Fair Labor Standards Act

☒ Exempt ☐ Nonexempt

8. Financial Statements Required

☐ Executive Personnel Financial Disclosure
☐ Employment and Financial Interests

9. Subject to IA Action

☒ Yes ☐ No

10. Position Status

☒ Competitive
☐ Excepted (Specify in Remarks)
☐ SES (Gen.) ☐ SES (CR)

11. Position is

☐ Supervisory
☐ Managerial
☒ Neither

12. Sensitivity

☐ 1 Non Sensitive
☒ 2 Noncritical Sensitive
☐ 3 - Critical Sensitive
☐ 4 - Special Sensitive

13. Competitive Level Code

0000

14. Agency Use

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	EQUAL EMPLOYMENT SPECIALIST	GS	0260	12	KKM	08 JAN 2013
e. Recommended by Supervisor of Initiating Office						

16. Organizational Title of Position (if different from official title)

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment
DEPARTMENT OF THE NAVYc. Third Subdivision
EQUAL EMPLOYMENT OPPORTUNITY DEPARTMENTa. First Subdivision
COMMANDER U.S. PACIFIC FLEET

d. Fourth Subdivision

b. Second Subdivision
HUMAN RESOURCES OFFICE NORTHWEST

e. Fifth Subdivision

19. Employee Review--This is an accurate description of the major duties and responsibilities of my position

Signature of Employee (optional)

20. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Typed Name and title of Immediate Supervisor

b. Typed Name and Title of higher-Level Supervisor or Manager (Optional)

DIRECTOR CIVILIAN HUMAN RESOURCES

Signature

Date
07 JAN 2013

Signature

Date

21. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. Position Classification Standards Used in Classifying/Grading Position

PCS GS-0260, TS-49 11/80

a. Typed Name and Title of Official Taking Action

HR SERVICE DELIVERY PROJECT MANAGER

Signature

Date
08 JAN 2013

Information for Employees The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date

24. Remarks

BUS: 0000; SUPV: 0

IA-PA612037, PA612041

25. Description of Major Duties and Responsibilities (See Attached)

NSN 7540-00-634-4265

Previous Edition Usable

5008-106

OF 8 (Rev. 1-85)

U.S. Office of Personnel

Management

EQUAL EMPLOYMENT SPECIALIST
GS-260-12

I. INTRODUCTION. This position is located in the Commander, U.S. Pacific Fleet, Human Resources Office, Northwest (HRO NW) and serves on a team of specialists and assistants responsible for performing complex human resources (HR) services and program management in alternative dispute resolution (ADR) techniques, complaints processing management, and Equal Employment Opportunity (EEO) program initiatives. Service is provided to Puget Sound Naval Shipyard and Intermediate Maintenance Facility (PSNS & IMF) located in Bremerton, Washington. Service is provided to a contingency of civilian personnel (over 10,000) of varying occupations and grade levels.

II. MAJOR DUTIES AND RESPONSIBILITIES.

A. EEO Complaints Management. Serve as a functional expert in the area of EEO complaint processing. Provide case management services to customer activities responsive to the EEOC and Navy regulations. Develop and implement innovative methodologies and processes for the effective resolution, management, processing and settlements. Use internal and external databases and spreadsheet to track, analyze and report on both informal and formal complaints of discrimination. Analyze bases and root causes of complaints, identify trends and develop recommended approaches to prevent and to resolve/settle complaints, as appropriate.

Provide advice and guidance to HR specialists and activity management on sensitive and complex personnel issues relating to workplace disputes and/or EEO complaint processing during both the informal and formal stages. Provide guidance to EEO Counselors on their counseling duties and attempts to resolve informal complaints. Review and approve EEO Counselor reports and supporting documentation. Ensure timeliness of complaint processing in accordance with regulatory timeframes.

Develop and conduct training on a wide variety of EEO topics to include diversity, EEO, sexual harassment, ADR, etc. 45%

B. Alternative Dispute Resolution. Serve as a functional expert in the area of ADR. Develop and execute strategies, procedures, and guidance for implementation of ADR initiatives for all customer activities serviced by the HRO. Identify, foster and encourage non-traditional solution to work place problems by proactive involvement. Advise and consult the HR specialists, HR Site managers and management officials regarding sensitive and complex cases.

Use multiple sources for mediation to include the use of DoD, Navy and or contractor mediators. Recruit for and manage a cadre of internal mediators. Ensure that mediators are trained and qualified as outlined under the DoN certification program. 45%

C. Program Management. Use internal and external databases to track various components such as ADR usage, resolution rates, demographics/statistics, etc.. Develop, implement, evaluate and improves processes and procedures to monitor the effectiveness, efficiency and productivity relating to ADR and EEO complaint processing.

Under the provisions of Reasonable Accommodation, assist management in returning employees to work which may require position restructuring and/or identifying change in grade and series based on the employee's qualifications. Manage Special Emphasis program to ensure EEO for specific groups such as women and people with disabilities. May perform other duties as assigned.

10%

III. FACTORS.

Factor I. KNOWLEDGE REQUIRED

Thorough and detailed knowledge of and skill in applying conflict management/resolution techniques and procedures.

Knowledge of and skill in applying interest-based negotiation and problem solving practices and principles, and in resolving disputes using a full range of effective skills, techniques and strategies.

Ability to recognize and analyze attitudes and conditions that cause organizational and interpersonal relationship conflicts, and to develop approaches and/or course of action to resolve these conflicts.

Ability to identify obstacles to using ADR and maintaining effective work relationships and to generate solutions to overcome these barriers.

Comprehensive and thorough knowledge of EEO laws, regulations, policies, court decisions, administrative case laws, etc., and skill in applying this knowledge to a variety of difficult and complex work assignments.

Knowledge of personnel policies, practices and operations, and knowledge of basic principles involved in recruitment, selection, labor relations, employee relations, position classification, training, etc.

Knowledge of the mission, organizational structure, policies, and procedures of the activities supported.

Ability to establish and maintain effective relationships necessary to gain the confidence and cooperation of employees, supervisors and managers on difficult and complex issues.

Skill in consulting, analyzing, fact-finding and resolving conflict in order to advise managers, and to be able to carry out program objectives and address broad, numerous, complex and sensitive personnel issues.

Skill in written and oral communication sufficient to prepare and persuasively present findings or carry out specific actions for dealing with difficult, sensitive, controversial and complex issues, prepare written documents (e.g. reports, instructions, letters, etc.), provide training, etc.

Skill in using management information systems to facilitate the management and execution of the program objectives.

FACTOR 2. SUPERVISORY CONTROL

The Head of the EEO Department provides administrative and technical supervision over this position. The supervisor provides administrative direction, makes work assignments in terms of broadly defined goals and objectives to be achieved, and reviews reports and recommendations for compatibility with organizational goals, guidelines and effectiveness in achieving intended objectives.

The incumbent must independently plan and manage the program. He/she must select the appropriate methods, strategies and techniques to accomplish the daily work to include issues that may be complex in nature. However, the incumbent may be required to advise the supervisor when extraordinary issues or problems arise to discuss and recommend proposed courses of action. The incumbent is delegated complete responsibility and authority to coordinate the work.

FACTOR 3. GUIDELINES

Guidelines include laws, Executive Orders, OPM, MSPB and EEOC regulations, DoD and DoN instructions and regulations, court decisions, MSPB and EEOC case decisions, etc. Guidelines are often broadly stated and do not adequately deal with basic program development needs. Case decisions are often conflicting and do not address the same factual situation.

The incumbent uses initiative and resourcefulness in extending or redefining guidelines, or deviating from traditional principles and precedents to solve unique program and/or complaint programs.

FACTOR 4. COMPLEXITY

The incumbent performs complex assignments with widely varying duties ranging from fact-finding to drawing conclusions and proposing actions characterized by: (1) complex problems requiring comprehensive analyses of broad policies and practices of complex organization, (2) large bodies of interrelated, disputed and hidden facts; (3) many sources of information and undefined issues or questions, (4) multiple cause and effect relationships, (5) conclusions requiring interpretation of situations not specifically covered by case law or regulations, and (6) solutions which require modifying appropriate methods and approaches.

The incumbent determine what needs to be done in planning program management and complaint processing to ensure facts and issues are adequately addressed. Significantly modifies methods and approaches to problems when needed, and sorts relevant facts from a vast body of information, opinions and conditions. Decisions are made at each stage of the assignment from identifying issues to sound conclusions and taking appropriate actions. Broad fact-finding and analytical techniques must be applied and modified as necessary. Assignments concern a broad range of policies and systemic practices that affect vital organizational concerns.

FACTOR 5. SCOPE AND EFFECT

Work involves resolving broad, difficult and complex workplace problems through systemic fact-finding, analysis, mediation and facilitation efforts. Work impacts the litigation of and/or the resolution of a wide variety of problems ranging from individual complaints to elimination of systemic barriers by modifying widespread management practices.

FACTOR 6. PERSONAL CONTACTS

Personal contacts are with managers and supervisors which include, heads of activities, first line supervisors, employees, outside applicants, union representative, local community leaders/groups, counselors, personnel specialists, agency and complainant attorneys, officials at EEO, OPM and OCHR. The purpose and extent of each contact is identified and developed during the course of the contact.

FACTOR 7. PURPOSE OF CONTACTS

Personal contacts are to resolve difficult and/or sensitive employment problems, and to obtain agreements and/or necessary action on the part of activity managers concerning employment policies, to negotiate fundamental changes in established policies and practices affecting work relationships and equal opportunity in employment, to fact-find and negotiate complaint resolutions, and to promote program educational efforts.

FACTOR 8. PHYSICAL DEMANDS

Regular and recurring work is generally sedentary with occasional visits to industrial areas. Occasional use of automobile and public conveyance may be required. No special physical exertion is required. May be required to travel.

FACTOR 9. WORK ENVIRONMENT

Work is performed in an office setting. Occasional visits to industrial areas may be required. No special precautions or protective clothing is needed.